

Partnership

The Nurse First Disease Management Program is operated by McKesson under the direction of the Montana Department of Public Health and Human Services.

McKesson is a leading provider of disease and care management services offering more than 25 million enrolled members immediate access to a broad range of services. McKesson's "virtual care centers" utilize patented algorithms and a technically advanced software system to ensure consistent and clinically sound patient assessment, care planning and delivery.



Care Coordination

The Montana Medicaid Disease Management Program's approach is provider-directed, nurse mediated and patient managed. The goals of the program include:

- Enhance the education provided by the local physician, nurse practitioner, or physician assistant.
- Support local provider recommendations to increase the level of adherence among patients and supplement the care patients receive between visits to their provider and/or clinic.
- Provide patients with scheduled calls, easy to understand written materials, and round the clock access to specially trained registered nurses.
- Conduct in-home visits with community based field nurses for those hard to reach patients or those with language barriers, along with those with complex care coordination needs.
- Improve clinical outcomes.

What the nurses do

- Review patients' health history and current medical condition.
- Deliver client-specific education, counseling and monitoring.
- Communicate intermittent, concise summaries and alerts to a local medical provider regarding sentinel events, current symptoms or other concerns.
- Facilitate case management involvement.

The nurses also provide on-going support and follow-up based on each client's medical needs.

Questions – Contact Us

If you have any questions or concerns regarding the program, please call 1-800-???-????.



As of December 2003, the Montana Department of Public Health and Human Services is providing a Disease Management Program benefit to eligible clients who have asthma, diabetes, heart failure, chronic pain or cancer. These clients will receive additional care management support to help improve health outcomes.

The program promotes adherence to the local provider's treatment plans and evidence-based guidelines by providing individualized counseling through face-to-face and telephonic interaction with specially trained registered nurses. Clients will have access to a nurse advice line 24 hours a day, 7 days a week for health care questions and concerns.

All Montana Medicaid clients meeting the eligibility requirements will be automatically enrolled in the program. However, clients who do not wish to participate may "opt out" or disenroll.

Clinical Guidelines

The Nurse First Disease Management Program strictly follows national clinical guidelines.

Guidelines for the Diagnosis and Management of Asthma-Update on Selected Topics 2002
USDHSS, NHLBI, NIH Publication No. 02-5075.
<http://www.nhlbi.nih.gov/guidelines/asthma/index>.

Guidelines for the Diagnosis and Management of Asthma: Clinical Practice Guidelines, NIH Publication N. 97-4051, July, 1997, NIH, NHLBI
<<http://www.nhlbi.nih.gov/guidelines/asthma/>

ACC/AHA guidelines for the evaluation and management of chronic heart failure in the adult: J Am Coll Cardiol 2001;38:2101-13.

Standards of Medical Care for Patients with Diabetes Mellitus, American Diabetes Association, Position Statement, Diabetes Care 26:Supplement, 2003 http://care.diabetesjournals.org/content/vol26/suppl_1/



**The Nurse First
Disease Management
Program from the
Montana Department
of Public Health and
Human Services**

Program Overview

